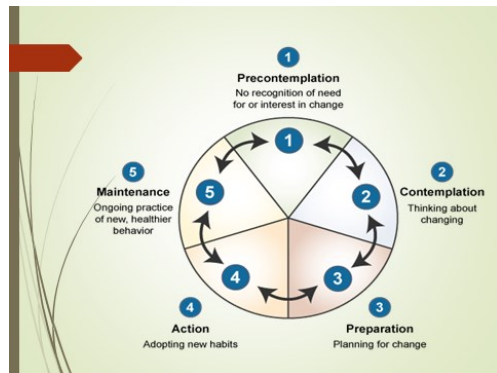


STAGES OF CHANGE



Identify where the patient is in the change process in order to determine what intervention might work best.

TOOLS: O.A.R.S.

Open ended questions

- Build trusting & respectful relationship.
- Explore, clarify and gain an understanding or present and past experiences.
- Gather information to help the client make an informed decision

Affirming statements

- Build rapport; demonstrate empathy
- Affirm the client's past decisions, abilities, and healthy behaviors.
- Build a client's self efficacy

Reflective statements

- Show that you are listening & help the client an opportunity to re-experience her words through you
- Reflect the client's general experiences and the "in the moment" experience of the clinic visit.

Summarize what you've heard

- Collective Summary, Linking Summary, or Transitional Summary